

Message: RE: closing a client in the new ATA system**✉ RE: closing a client in the new ATA system**

From conniependley@wholekidsoutreach.org
To Kraft, Emily
Cc
Journal Emily.Kraft@oa.mo.gov
Recipients

Date Thursday, April 6, 2017 9:07 AM

 (35 Kb HTML)  (34 Kb HTML)

Emily

I am showing on my end that the EPDS is done (see screen shot below). I can't do anything else. The box "Client left program before delivery" is checked and I can't do anything else to the rest of the page.



From: Kraft, Emily [mailto:Emily.Kraft@oa.mo.gov]
Sent: Wednesday, April 05, 2017 8:10 AM
To: 'conniependley@wholekidsoutreach.org'
Subject: RE: closing a client in the new ATA system

Hi Connie – Right now, the system isn't showing that this client has an EPDS form entered for her at all, which is why it's not letting you discharge. Can you try re-entering her EPDS and discharging?

From: conniependley@wholekidsoutreach.org [mailto:conniependley@wholekidsoutreach.org]
Sent: Tuesday, April 04, 2017 1:25 PM
To: Kraft, Emily
Subject: RE: closing a client in the new ATA system
Importance: High

Thank you.

Connie

From: Kraft, Emily [mailto:Emily.Kraft@oa.mo.gov]
Sent: Tuesday, April 04, 2017 12:11 PM
To: 'conniependley@wholekidsoutreach.org'
Subject: RE: closing a client in the new ATA system

Hi Connie - It seems to work fine in the testing environment, so I'm not sure what the issue is in the live environment. I've submitted it to our IT department and will let you know when I hear back.

From: conniependley@wholekidsoutreach.org [mailto:conniependley@wholekidsoutreach.org]
Sent: Tuesday, April 04, 2017 10:55 AM
To: Kraft, Emily
Subject: RE: closing a client in the new ATA system
Importance: High

Emily

It still will not let me do a discharge on the client. I have selected the "Client Left program before delivery" on the Birthing Outcome Form and the EPDS has the box marked "client left program before delivery" also. So when I went in to discharge her this is the message I get. It is still asking me to fill out the Birthing Outcome and EPDS forms. After I select the Intake Date the message below shows up and I can't go any further.



From: Kraft, Emily [<mailto:Emily.Kraft@oa.mo.gov>]

Sent: Monday, April 03, 2017 3:57 PM

To: conniependley@wholekidsoutreach.org

Subject: Re: closing a client in the new ATA system

Hi Connie - Both the Birthing Outcome form and the EPDS have an option for "Client discharged before delivery". Selecting those should allow you to then enter a discharge form.

Sent from my iPhone

On Apr 3, 2017, at 2:29 PM, "conniependley@wholekidsoutreach.org" <conniependley@wholekidsoutreach.org> wrote:

Emily

I don't know if anyone mentioned this to you but I seem to have a problem closing a client from the ATA database. There is a client that has moved to another state-she is still pregnant-so I was getting ready to close her but the database will not let me because I don't have an Birthing Outcome and/or EPDS done on her. I will never get these forms done because she has left before she has the baby so therefore I can't close her from the system. What do you want me to do regarding this?

Thanks

Connie L Pendley, CPC-A
Whole Kids Outreach
Program Support Coordinator
Certified Child Technician #T709086
62143 HWY 21
Ellington MO 63638
(573) 663-3257 office
(573) 663-2933 fax
conniependley@wholekidsoutreach.org

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Thank you.

